

<b>DIVISION</b> Codes and Standards	<b>UNIT</b> 803	<b>POSITION NUMBER</b> 401-803-9928-128	<b>CLASSIFICATION</b> Program Technician II
<b>LOCATION</b> Northern Area Office	<b>WORKING TITLE</b> Program Technician II		<b>EFFECTIVE DATE</b> October 31, 2014
<b>SUPERVISOR NAME</b> Amber Leyba	<b>TITLE</b> Supervising Program Technician III		<b>INCUMBENT</b> Vacant

**General Statement:** Under the general supervision of the Supervising Program Technician III, the Program Technician II is the Area Office representative for Mobilehome Parks Program functions and activities. The incumbent is responsible for interpretation and application of laws, regulations and policies pertaining to the Mobilehome Park Program in the Area Office. The program technician is responsible for Mobilehome Park fee collection, statistic collection, entry, maintenance, reporting, mailing and responding to public telephone calls. The technician interacts with the public daily for questions and issues relative to the Mobilehome Parks Act.

<b>% of Time</b>	<b>Essential Functions:</b>
30%	Responsible for the accurate, continuous, timely input and maintenance of statistical data in the CASAS system. Review relative construction applications for completeness and accuracy submitted by the public via mail or in person at the area office public counter, provide either a written response to the applicant explaining why the application is being denied or approve the application and will provide the inspector copies of the approved application to construct.
25%	Prepare monthly statistical reports on mobilehome park facility status, fee collections and revenues. Prepare reports and letters relative to insufficient fees and bounced checks. Calculate, verify and cashier fees having been received based on the information provided on the application and applicable regulation; initiate refunds when necessary. Cashier fees received for the issuance of mobilehome park Permit to Operate.
10%	Maintain and update Mobilehome Park program construction, accessory structure, manufactured home installation, earthquake resistance bracing systems and other relative construction files (hard copy and computer).
10%	Respond to written and verbal questions from mobilehome park operators, local enforcement agencies, contractors and the public regarding permitting requirements and processes; research file information.
10%	The incumbent is responsible to answer incoming telephone calls, date stamp incoming business documents, and prepare document mailings and moves inter-office documents from one location to another.
10%	The incumbent is responsible for NAO month-end time reporting documents; the document review for completeness, accuracy, timely coordination and submittal for the Department's Personnel and Accounting Offices. Updating of other personnel documents, the maintenance of files (hard and computed) in the area office and the submittal of updated documents to the Department Personnel Office.

% of Time	Essential Functions (cont)
5%	<p><b>Marginal Functions:</b> File general office documents, invoices, penalty notices and other miscellaneous items. Research returned mail for new park owner information.</p> <p><b>Physical Requirements:</b> The incumbent will use a personal computer for extended periods of time requiring typing letters, key data entry, filing, walking, bending, stooping and sitting.</p> <p><b>Working Conditions:</b> The incumbent in most cases works within an air conditioned office shared with other co-workers. The incumbent has daily contact with customers, either at the public counter or by telephone. There will be times when the incumbent will be required to meet with and converse with irate customers.</p> <p><b>Supervision Received:</b> Incumbent reports to the area office Supervising Program Technician III.</p> <p><b>Supervision Exercised:</b> None.</p> <p><b>Administrative Responsibilities:</b> None.</p> <p><b>Personal Contacts:</b> The incumbent has continual contact with:</p> <p>A. Mobilehome Park Operators: Provides complex and critical fee and penalty calculations, permit application status, plan check requirements and status, construction permit requirements, inspection criteria and information on the complaint process and requirements.</p> <p>B. District Representatives: Provides service and assistance to the 20+ field inspectors by researching requests for park ownership history, status of operating, construction permits, and other information request.</p> <p>C. General Public:</p> <ol style="list-style-type: none"> <li>1. The incumbent provides technical explanations to the public who request specific information relative to how to obtain construction permits for a variety of structures. Examples include plan and permit requirements for clubhouses, laundry rooms, garages, cabanas, room enclosures, mobilehome alterations, mobilehome installations, earthquake bracing, storage buildings, underground utilities, park expansion requirements, and similar permit requirements.</li> <li>2. The technician screens complainants and detailed information is provided relative to services HCD can provide, including referral to other agencies that may provide assistance and internal complaint filing criteria.</li> <li>3. Statutory information relative to where the Mobilehome Residency Law can be obtained and some of its basic requirements.</li> </ol>

**Consequence of Action:** If the incumbent does not perform the job adequately the following could happen:

**Fee Collections Too Low:** Fee collections could be too low, resulting in a lack of critical operating revenue, a low level of service, and under enforcement of health and safety standards.

**Overcharges and Complaints:** Fee calculations could be too high, overcharging customers, leading to increased housing costs, subsequent massive rebates and complaints to the Governor's Office and the media.

**Mishandled Funds:** Possibly mishandled, lost, or stolen funds, again possibly leading to the lack of operating revenue, a low level of service, and under enforcement of health and safety standards.

**Low Morale:** It is critical in a small office to function as a team. Each member heavily relies on both the work product and support of the other team members. Failures on the part of one team player negatively affect the whole, reducing productivity and quality throughout the team.

**Serious Delays in Completing Work Product:** This includes backlogs in the completion of construction permits, operating permits, inspection assignments, plan check, certificates of occupancy, inspection results, all of which adversely impact the public's ability to conduct business successfully and impacts their right to a healthy and safe living environment.

**Poor Work Product:** Bad quality of work product in this position can result in a variety of problems ranging from a waste of time to hazardous conditions. Among the possibilities are unsafe housing, mobilehome and recreational vehicle parks operating illegally, and park permit applicants being issued permits to operate who are not qualified.

**Data Entry Corruption:** Erroneous data entry can lead to a number of problems including:

The wrong jurisdiction recorded on a permit to operate or a construction permit. This could substantially delay permit issuance and could lead to a loss of fees due.

Reports to the Legislature could be in error leading to wrong conclusions by the Legislature, possibly resulting in unnecessary inquiries, changes, and legislation.

Refunds of fees could be made, when not valid.

Bad addresses entered can result in loss of revenue, returned billings, no communication on critical issues, lost refunds and similar.

Poor data entry can result in loss of the daily deposit information and audit trail.

**Other Information:** The duties of this position require substantial knowledge of the requirements of the California Code of Regulations, Title 25 and the California Health and Safety Codes for permit and license issuance, fee collections, enforcement and service application, and for providing public information Code per request:

1. Mobilehome Parks Act (Health and Safety Division 13, Part 2.1 commencing with 18200) and the Department regulations adopted pursuant to the Act contained in Title 25, California Code of Regulations, Chapter 2.
2. Manufactured Housing Act (Health and Safety Code Division 13, Part 2, commencing with Section 18000) and the Department Regulations adopted pursuant to that Act contained in Title 25, Chapter 3.
  - a. Section 18150 through 18153 HSC
  - b. Mobilehome Ombudsman, Section 18025, 18025.5 and 18029.
  - c. Mobilehome Insignias, Section 18025, 18025.5 and 18029 through

18029.4 HSC.

#### EMPLOYEE STATEMENT

I have discussed the duties and responsibilities of the position with my supervisor. I certify that I am able to perform the essential functions listed with or without reasonable accommodation. I understand that I may be asked to perform other duties as assigned within my current classifications including work in other functional areas as business needs require.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

#### SUPERVISOR STATEMENT

I certify that I have discussed the duties and responsibilities of the position with the employee.

**Supervisors Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_